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# WALTON

## DiSC, Emotional Intelligence & Change

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Be epic.

A red silhouette of the state of Arkansas, used as a logo for the 'Be epic.' slogan.



## DISC

<i><b>YOUR/YOU</b></i>	<b>Dominance</b>	<b>Influence</b>	<b>Steadiness</b>	<b>Conscientiousness</b>
<b>Pace is</b>	Fast/Decisive	Fast/Spontaneous	Slow/Easy	Slow/Systematic
<b>Priorities are</b>	The task Results	Relationships Interacting	Maintaining relationship	The task The process
<b>Fear</b>	Loss of control	Loss of prestige	Confrontation	Embarrassment
<b>Under tension</b>	Dictate/assert	Attack/Be sarcastic	Submit/Acquiesce	Withdraw/Avoid
<b>Seek</b>	Productivity	Recognition	Consistency	Accuracy
<b>Need to know benefits of</b>	<ul style="list-style-type: none"> <li>• What it does</li> <li>• By when</li> <li>• What it cost</li> </ul>	<ul style="list-style-type: none"> <li>• How it enhances your status</li> <li>• Who else uses it</li> </ul>	<ul style="list-style-type: none"> <li>• How it will affect your personal circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• How they justify the purchase logically</li> <li>• How it works</li> </ul>
<b>Gain security by</b>	Control	Friendliness	Close relationships	Preparation
<b>Want to maintain</b>	Success	Status	Relationships	Credibility
<b>Want others to support</b>	Your goals	Your ideas	Your feelings	The facts
<b>Want others to</b>	Get to the point	Be stimulating	Be pleasant	Be precise
<b>Want to be</b>	In charge	Admired	Liked	Correct
<b>Irritated by</b>	Inefficiency Indecision	Boredom Routine	Insensitivity Change just to change	Surprises Unpredictability
<b>Measure personal worth by</b>	<ul style="list-style-type: none"> <li>• Results</li> <li>• Track record</li> <li>• Measurable Progress</li> </ul>	<ul style="list-style-type: none"> <li>• Acknowledgement</li> <li>• Recognition</li> <li>• Respect</li> </ul>	<ul style="list-style-type: none"> <li>• Compatibility with others</li> <li>• Depth of relationships</li> <li>• Stable environment</li> </ul>	<ul style="list-style-type: none"> <li>• Precision</li> <li>• Accuracy</li> <li>• Activity</li> </ul>
<b>Decisions are</b>	Decisive	Spontaneous	Thoughtful	Deliberate



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## How do I talk to these people?

### Dominance

Remember: A high D may want: authority, challenges, prestige, freedom, varied activities, growth assignments, “bottom line” approach, opportunity for advancement.

- Provide direct answers, be brief and to the point.
  - Ask “what” questions, not “how.”
  - Stick to business, results they desire.
  - Outline possibilities for person to get results, solve problems, be in charge.
  - Stress logical benefits of featured ideas, approached.
  - When in agreement, agree with facts and ideas rather than the person.
  - If timeliness or sanctions exists, get these in the open as related to end results or objectives.
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### Influence

Remember: A high I may want: social recognition, popularity, people to talk to, freedom from control and detail, favorable working conditions, recognition of abilities, change to motivate people, inclusion by others.

- Provide favorable, friendly environment.
  - Provide chance for them to verbalize about ideas, people and their intuition.
  - Offer them ideas for transferring talk into action.
  - Provide testimonials.
  - Provide time for stimulating, sociable activities.
  - Provide details in writing, but don’t dwell on these.
  - Provide a participative relationship.
  - Provide incentives for taking on tasks.
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## Steadiness

Remember: A high S may want: security of situation, time to adjust to change, appreciating, identification with group, limited territory, areas of specialization.

- Provide a sincere, personal and agreeable environment.
  - Provide a sincere interest in them as a person.
  - Focus on answers to “how” questions to provide them with clarification.
  - Be patient in drawing out their goals.
  - Present ideas of departures from current practices in a non-threatening manner; give them a chance to adjust.
  - Clearly define goals, roles or procedures and their place in the overall plan.
  - Provide personal assurances of follow-up support.
  - Emphasize how their actions will minimize risks involved and enhance current practices.
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## Conscientiousness

Remember: A high C may want: personal autonomy, opportunity for careful planning, exact job descriptions, precise expectations.

- Take time to prepare your case in advance.
  - Provide straight pros and cons of ideas.
  - Support ideas with accurate data.
  - Provide reassurance that no surprise will occur.
  - Provide exact job descriptions with precise explanation of how it fits the big picture.
  - Review recommendations to them in a systematic and comprehensive manner.
  - If agreeing, be specific.
  - If disagreeing, disagree with the facts rather than the person.
  - Be prepared to provide explanations in a patient, persistent, diplomatic manner.
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## Emotional Intelligence Quiz

Statements to Answer	Not at All	Rarely	Sometimes	Often	Very Often
1. I recognize my emotions as I experience them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I keep a cool head when I feel frustrated.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am not offended easily.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. I know how to calm myself down when I feel anxious or upset.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. I don't allow myself to get pulled into drama.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I find it easy to read other people's emotions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. I find it easy to move on from an argument or disagreement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I know my strengths and weaknesses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. I admit my mistakes and take ownership.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I listen to constructive criticism and take it seriously.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Total your score to get a letter grade. Assign points to each question (see below), then total the points and divide by 12 to get the average.

Very often - 5

Often - 4

Sometimes - 3

Rarely - 2

Not at all - 1

Total \_\_\_\_\_ ÷ 12 = \_\_\_\_\_ (5-A, 4-B, 3-C, 2-D, 1-F)





## Four Pillars of Emotional Intelligence

### Self-Awareness

What is your DiSC style? \_\_\_\_\_

What is your #1 strength? \_\_\_\_\_

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### Self-Management

Circle **Y** for Yes or **N** for No

1. When you get an irritating text or email, do you write back right away? **Y N**
2. Do you sometimes find yourself regretting how you handled yourself, wishing that you had been calmer and poised? **Y N**
3. Do you lose patience or rush others when you are under pressure? **Y N**
4. Do you jump to conclusions before you have all the facts? **Y N**
5. Do you assume the worst of a situation or person? **Y N**

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## Social Awareness

Define Empathy

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Body Language – Meaning of the message

Words \_\_\_\_\_%

Tone of Voice \_\_\_\_\_%

Body Language \_\_\_\_\_%

## Relationship Management

1. I set a good example.    **1 2 3 4 5 6 7 8 9 10**
2. I provide clear and consistent communication? **1 2 3 4 5 6 7 8 9 10**
3. I am honest and fair? **1 2 3 4 5 6 7 8 9 10**
4. I am proactive making decisions & finding solutions? **1 2 3 4 5 6 7 8 9 10**
5. I have good and effective people skills? **1 2 3 4 5 6 7 8 9 10**

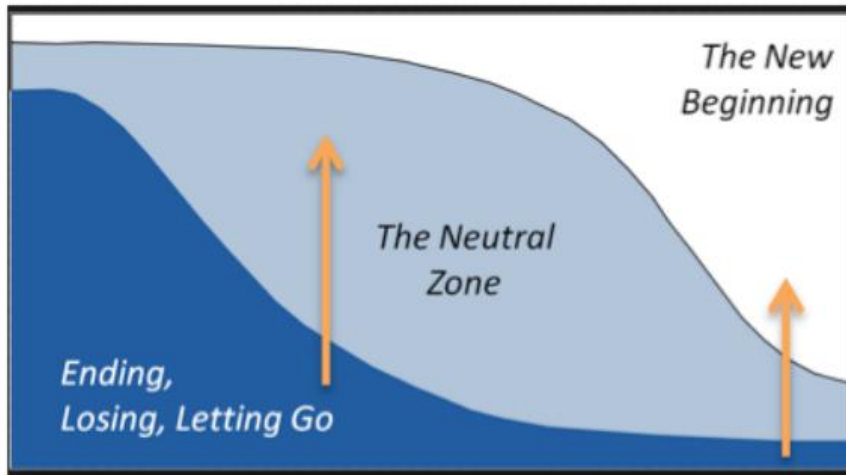




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## William Bridges Model



Ending

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Neutral

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Beginning

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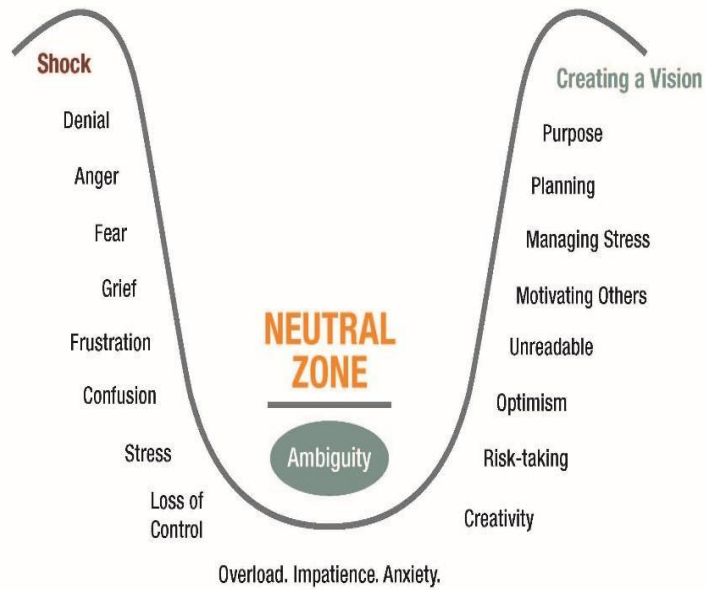


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## Bridges' Transition Model



William Bridges, Managing Transitions, 1991

## Taking Action

What are three actions/changes you will make immediately?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

